

REDEVELOPMENT AGENCY DISSOLUTION WEB APPLICATION FREQUENTLY ASKED QUESTIONS

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A. ROPS TEMPLATE

- 1. The agency has received a Finding of Completion and is now allowed to request funding for sponsoring entity loans, LMIHF loans, and/or use excess bond proceeds. On the ROPS template, why are these line item rows “red”, designating it as not an enforceable obligation? I cannot enter in requested funding amounts.**

The red row reflects the previous decision made by Finance when the item was last reviewed. If the agency contends funding should be allowed, the agency can request funding on the ROPS. The ROPS template does not restrict the agency from entering a requested amount for line items. If Finance determines that the line item is an enforceable obligation, then the item’s row color will no longer be red on a subsequent ROPS template.

B. LOGIN

- 1. What is the web address for the Redevelopment Agency Dissolution Web Application (RAD App)?**

The RAD App web address is: <https://rad.dof.ca.gov/rad-sa>. Should the agency forget the link, it can always be found on Finance’s Redevelopment Agency Dissolution webpage, under the Recognized Obligations Payment Schedules link:
<http://www.dof.ca.gov/redevelopment/>.

- 2. I have not been able to log in to the RAD App website to access the ROPS template.**

The RAD App is designed to run on Chrome, Firefox, and Internet Explorer (IE) 9 or above. If your web browser version is IE 8 or below, it will not support some features of the RAD App (i.e., logging in and downloading ROPS). Users can check their web browser version by selecting “Help” from the web browser menu bar. Then select “About Internet Explorer”. A window will pop up, identifying the web browser version installed on the user’s computer.

If you continue to experience login problems, try resetting the password. The agency’s RAD App contacts can access the RAD App webpage to reset the password. Once the password

has been reset, an e-mail will be sent to the contacts specifying the agency's assigned username and a new temporary password to login.

- 3. I'm unable to login to the RAD App website. I can open the login page, enter my username and password, but nothing happens when I click the "Sign In" button, except for a message at the lower left hand corner of the window screen stating "Error on page" or "Done but with errors".**

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C. USERNAME AND PASSWORD

- 1. The agency has not received Finance's e-mail with the assigned username and password. Can Finance resend the information?**

No, the agency's RAD App contacts should perform the password reset option located on the login page to obtain the username and a new temporary password.

- 2. Can Finance resend the agency's assigned username and password used during the last ROPS period?**

In order to retrieve agency username and password, the agency's RAD App contacts should perform the password reset option located on the login page.

- 3. I do not have the agency's username and password to log into the RAD App.**

The agency's RAD App contacts share the same username and password. If the contacts do not have the login information, they can access the RAD App webpage to complete the Reset the Password option located on the login page. Once completed, the contacts will receive an e-mail specifying the assigned username and a new temporary password to log in.

- 4. Can Finance reset the agency's password?**

Finance does not have the capability to reset passwords. The agency's RAD App contacts should reset the password. The password reset option is located on the RAD App login page.

- 5. When I try to reset the password by entering the agency name and primary contact e-mail, nothing happens.**

After you reset the password, the window will refresh and take you back to the login screen. Check your inbox or junk e-mail folder for the RAD App password reset e-mail.

- 6. I have reset the password, but I still cannot log in using the username and new password; and/or I get a “401: Unauthorized” error when I attempt to log in.**

A “401: Unauthorized” error will show on screen when the user incorrectly typed the username and/or new password. Try copying and pasting the username and password from the e-mail into the applicable text box on the login screen.

D. AGENCY CONTACTS

- 1. The RAD App contacts are out of the office and I have to complete the ROPS but do not have the login information. Can Finance send the agency's username and password from the last ROPS?**

For security reasons, Finance is unable to provide the agency's log in information. The user should contact the agency's RAD App contacts for the login information. If the login information has been forgotten or misplaced, the agency's RAD App contacts should access the RAD App webpage to reset the password. Once the password has been reset, an e-mail will be sent to the contacts specifying the agency's assigned username and a new temporary password.

- 2. I am one of the RAD App contacts and the primary contact is no longer with the agency. I need to reset the username and password to access the ROPS template. How do I obtain this information?**

The agency's RAD App contacts share the same login information. Either one of the contacts can reset the password, which is located on the login page. Once you have reset the password, you will also receive an e-mail specifying the username and a temporary password. The agency should update the contact information for new staff after signing in.

- 3. I am the new RAD App contact for the successor agency. How do I get set up as a new user?**

The agency's RAD App contacts share the same username and password. You should contact the agency's other RAD App contacts for the shared login information. If the contacts do not have the login information, access the RAD App to reset the password.

4. Can Finance update the agency's information to add me as a new RAD App contact?

The agency is responsible for updating agency contact information in the RAD App. The current RAD App contact should log into the RAD App to update the agency's contact information.

5. Can I be added to the agency's contacts for the ROPS?

The RAD App can only support three RAD App contacts per agency. You should contact the agency's current RAD App contacts to determine whether the contact information should be updated.